



## What's coming in the next release of Client Services?

The next release of Client Services is scheduled for late September and has many new features including appointment reminders, the ability to transfer in one year certifications for children, 30 day Temporary Certification, and Breastfeeding Peer Counselor screens and reports to name a few! We will touch on one new feature here but look for more in depth training in the very near future.

### Texting or emailing Appointment Reminders

Changes to the Demographics screen include the addition of fields for Cell Phone number, Carrier, Email Address and Receive Appointment Reminders.

Caregiver Last Name	Chakaberia	First Name	Clara	MI
Alternate Last Name	Dragicevic	First Name	Nyessha	MI
Telephone	(785) 994-8727	Message Telephone	( ) - -	Telephone Notes
Cell Phone	( ) - -	Carrier	Howards Number	
Email Address	Receive Appointment Reminders: <input type="checkbox"/> Email <input type="checkbox"/> Text (Phone)			
Street Address	Mailing Address			

When confirming demographic information with the Caregiver, staff can ask if text or email appointment reminders would be helpful. If the Caregiver is interested in texted reminders, clinic staff records the cell phone number and the caregiver's cell phone carrier (e.g. AT&T, Verizon). If the Caregiver's cell phone carrier is not listed in the drop down, clinic staff should call the Helpdesk to have the company added. Staff should record the email address if the client wants reminders via email. Staff will then record the Caregivers preference of receiving appointment reminders by marking either the checkbox for Email or Text or both.

The appointment reminders will be client specific and sent out 1 day before the appointment.

Here is a sample message:

Next WIC appointment is Mar 21, 2013 at 1:25 pm, for Nancy, Tim at Lyon County Clinic.

\*Please bring:

Caregiver Identification

Diet History

Immunization Record"

\* item(s) to bring depend on what is required and needed for the scheduled client.

